Setra PIB RF500A - Using Task Retrieve

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Instructions to use Task Retrieve on your RF500A Gateway to Fill-in Gaps after SD Card Replacement

Note 1 – Only complete this process if requested by Technical Support. Under normal operation conditions there is no reason to use this process.

Task Retrieve

At this point the Gateway will have data for each of the Transmitters as per the date of the Backup.

There is a function within the Transmitters called Task Retrieve which will put them into a mode to upload back to the Gateway the current Task and then any data associated with that Task.

This is completed by Navigating to the Transmitter Management Tab selecting Transmitters (see below) by ticking the box(es) next to each one and then click on the Task Retrieve Button. When the Transmitters connect on the next radio session then they will receive this new instruction.
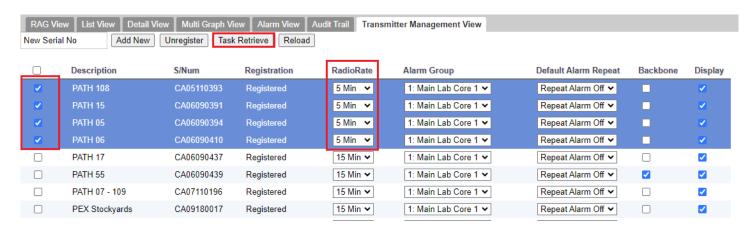

Figure 1 – Select a Few Transmitters and Click Task Retrieve

We recommend using the following procedure to recover data:

1. Update the Meshing (Mains powered) Transmitters first noting that any of these that are not recording important data can just be re-tasked and don't bother with the Task Retrieve.
2. Then only instigate Task and Data Retrieve on a handful of Transmitters at a time, as it takes up quite a lot of the Wireless Bandwidth and during the period, it is worth setting the Transmitters to a short radio rate of say 5 mins or even 1 min, but you need to ensure that either the Transmitter is mains powered or has a good battery. You can change the Radio Rate at the same time as you request Task and Data Retrieve, see above.
3. To speed up the initial process use an Activator in the Transmitter(s) to provoke it/them into the initial connection to the Gateway.

Once the data is up to date, then you can put the radio rate back to 15 mins. Keep an eye on progress, depending on the number of Transmitters and the amount of data stored, this can take several hours over several days to complete for large systems, which in the case of this Gateway we would suggest is likely due to the number of Transmitters.

If the transmitter flags any sort of error on the List View Page or Error 400, or other, on the LCD then it will need to be re-tasked. In this case, data will be lost unfortunately, hopefully you don't see any.

Good luck, but it should be straightforward.

Thank you,

Andy

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